

TO: State Directors  
Rural Development

ATTENTION: Program Directors, MFH Program Directors or Coordinators  
and Information Resource Managers (IRM)

FROM: Arthur A. Garcia *(Signed by Arthur A. Garcia)*  
Administrator  
Rural Housing Service

SUBJECT: MFIS3 Conversion and its Impact

**PURPOSE/INTENDED OUTCOME:**

This Administrative Notice (AN) discusses the impact and establishes the requirements for converting the Multiple Family Housing Tenant File System (MTFS), the Industry Interface, and the Multiple Family Housing Integrated System (MFIS2) from a client based Windows NT environment to a web-based environment in St. Louis, Missouri. All functions of MFIS2, and MFTS will be converted to a new automated system referred to as MFIS3, for the third phase of the Multiple Family Housing Information System. The Industry Interface will be upgraded to function via the web with expanded processing capabilities.

**COMPARISON WITH PREVIOUS AN:**

No Administrative Notice (AN) has previously been issued on this topic.

**IMPLEMENTATION RESPONSIBILITIES:**

Certain data on the current versions of AMAS, MTFS and MFIS must be reviewed and updated to ensure an accurate conversion of data. In addition, all State Directors should review their internal process for delivering and managing the Multi-Family Housing (MFH) program to determine if any changes should be made prior to or after conversion.

EXPIRATION DATE: August 31, 2003

FILING INSTRUCTIONS:  
Preceding RD  
Instruction 1930-C

## **I. OVERVIEW OF MFIS3**

MFIS3 allows the Agency to significantly improve management of the MFH program and to ensure the proper use of Federal housing resources. MFH staffs at National, State and Servicing Office levels will have quick access to program information, be able to make better program management decisions, and more effectively deploy limited program resources.

Conversion to web-based automation places all program information in a single location accessible by all Agency levels without any additional software required on local computers. Key MFIS3 changes include the addition of client information, expanded Industry Interface capabilities, more flexible reporting functionality, and the improvement of several current MFIS capabilities.

Program changes that accompany MFIS3 and the upgraded Industry Interface will improve our internal management systems. A separate AN will be issued to discuss program related changes.

## **II. THE IMPACT OF MFIS3 CONVERSION**

**Briefly, access to MFH data changes with MFIS3 conversion:**

- MTFS will cease to exist after MTFS data converts to MFIS3.
- All MFH data, other than data contained on the Automated Multi-Family Housing Accounting System (AMAS), will be located on a centralized web-based server.
- MFIS3 information will now be included on one large national database.
- MFH field staff will access web-based MFIS3 data using an individual password that provides permission to work with their servicing office or state's data.

**The impact of the changes to MFH data access include:**

- With a valid ID, password, and internet access, data can be accessed from any computer using the Combined Computing Environment (CCE) software.
- Field staff users will need to request MFIS3 passwords and ID's from their State Information Resource Manager in accordance with Attachment A.
- Data entry may be centralized, while data use may remain dispersed.

State Directors should review how MFIS3 conversion could improve the delivery of MFH programs within their jurisdiction. For example, a State may establish a centralized location for payment and tenant data entry, without disrupting a dispersed field office structure that allows loan servicers to be close to the projects they supervise. This can occur because even remotely located servicing staff will have access to centralized data.

**Important issues to consider are:**

- Centralizing payment and tenant entry can occur at any location within a State.
- Centralization may occur at several regional locations, rather than one office.
- Prior to centralization, issues should be addressed regarding monthly workload to ensure that payment and tenant related work which occurs around the first few days of the month can be balanced by other tasks that may be performed at other times.
- MFH servicers, who depend on the accuracy of project information such as scheduling, tracking and financial data, should enter that data.
- A suitable caseload (40 to 60 projects) is usually needed for servicing officers to develop the experience to properly service MFH accounts.

**III. DATA CLEAN-UP**

State Directors are to ensure that, prior to their State attending MFIS3 training in St. Louis, the current MTFS and MFIS databases within their jurisdiction are fully populated and contain accurate and current information. On MFIS, this includes management data, scheduled and tracked items, and servicing efforts. Current is considered to mean data entered within 2 weeks of an event or receipt of a document.

Attachment B to this AN is a summary of cleanup related issues that each Servicing Office will need to address when preparing for the conversion of their current MTFS and MFIS data.

State Directors may wish to hold a “pre-conversion” meeting or teleconference with their State and Servicing Office staffs to discuss issues and ensure that conversion related actions are coordinated.

Attachment C to this AN is a tentative schedule for conversion to MFIS3. This schedule is designed to give States the opportunity to receive National training and provide State training prior to conversion. The conversion schedule is subject to change and as conversion dates approach, States may wish to contact the MFH automation staff to confirm dates as directed at National Training.

Attachments

## **Obtaining Valid Passwords and ID's to access MFIS3**

### **If you already have a NITC ID:**

No further action should be required. For MFIS3, the user's NITC (also known as "FH") ID will be required for access. The old generic MFIS ID will no longer be valid. For all existing MFIS users, we have cross-referenced by name to the Security Staff's list of "FH" ID's and have obtained a list of "FH" ID's where a match was found. The Security Staff will add these "FH" ID's to the appropriate MFIS3 security group for all existing users where a match was found. This will be done prior to your State's MFIS3 training and conversion.

### **If you do not have a NITC ID:**

For all new MFH staff who do not have a NITC ID or current MFIS users where a match wasn't found, contact your State IRM. The State IRM shall request an "FH" ID from Security via the normal channels while noting that the requested ID shall have MFIS authority.

The IRM shall then add the appropriate MFIS security group authority to the "FH" ID via the same security system and procedures used by the Guaranteed Loan System (GLS). Security Groups for the MFH (MFIS) Business System will be established as either State or District Offices. A user could have authority for the whole state (generally State Office users), multiple districts (when appropriate) or one district (generally Servicing Office users). This group authority will determine which projects that a user can update or execute MFIS reports against.

### **Using your upgraded or new ID's:**

All ID and passwords should be enabled by the time your State has completed training. However, you should not attempt to enter MFIS3 until you have been advised that your jurisdiction's data has been converted to MFIS3.

IRM's should address all NITC ID issues to the Security Staff at 314-335-8814.

### **MTFS and MFIS Pre-Conversion Clean-up Issues**

Each Servicing Office must address the following issues prior to converting existing MFIS and MTFS data. These issues were identified during the MFIS3 pilot process and will help ensure a better conversion of existing data.

#### **Most importantly for MTFS/AMAS:**

- For your project to convert to MFIS3, the Borrower ID and Project Number on the existing MTFS and MFIS **must** match AMAS exactly. If they do not, the project will not convert. Use RC 545 to verify AMAS project identification. Use MTFS summary reports to verify MTFS and MFIS project identification. Be careful of projects where AMAS shows one Project Number and MTFS uses two different Project Numbers.
- In MFIS3, management agents will be identified by their Federal Tax ID numbers if organizations or Social Security numbers if individuals. While we will have a method to convert management agents with a system generated identification number, using a Federal Tax ID or Social Security number will ensure that each individual management agent entity is correctly identified. This will greatly reduce any post conversion clean up. Prior to conversion, you are to request each management agent currently identified on MTFS to provide their Federal Tax ID or Social Security number. At this time, providing this information is purely voluntary. When you obtain the Federal Tax ID or Social Security number for the management agent, go to the Project Management Information screen and enter it on the First Name field of the Management Contact's Name section. This information is to be obtained and entered for any person or entity listed as the "management agent" on MTFS, not the "management contact."
- Each Servicing Office will need to review and correct, if necessary, each project's RECD MAIL CODE in AMAS. This code will be converted into MFIS to be used as the District Code. This code becomes very important in MFIS because all security and reporting is based on this District Code. If this code doesn't match the District Code that is established in MFIS Security for a user's ID, then that user will have no authority to update or report on any project within their District. We selected this code in AMAS for two reasons. First, from our research it appears that many of the District Codes are incorrect in the current MTFS databases. Secondly, this field in AMAS is updated automatically when projects change district codes for servicing purposes. This allows us to pick these changes up automatically for MFIS in the weekly AMAS to MFIS batch job. The RECD MAIL CODE is located on the RECD MAIL CODE Field of the M5BI, Inquire on Project Data, AMAS screen. You may also review the AMAS report code 545 to quickly review if AMAS is correctly reporting projects within your Servicing Office jurisdiction (District).

### On MTFS:

- Establish uniform statewide spellings and abbreviations of management company names. MFIS3 allows data to be accessed by management company name. The following are suggested abbreviations (periods are not necessary):

Apartments	Apt	Investment	Inv
Associates	Assoc	Limited	Ltd
Authority	Auth	Limited Partnership	LP
Company	Co	Management	Mgmt
Corporation	Corp	Property	Prop
Housing	Hsg	Realty	Rlty
Incorporated	Inc		

- Review the “non-revenue” designation of project units. Calculations on MFIS3 financial reports will use this designation.
- The MTFS Project Plan Code is required for a project worksheet to generate. When you review your current project worksheet printouts, be sure to determine if all projects that could be included are available.
- The conversion process will insert a default value in certain fields if the field is currently blank in MTFS. Review and update as many of these fields in MTFS prior to conversion. The fields and their conversion default values are as follows:

Tenant and Co-Tenant Birth Date:	12/31/9999
Tenant and Co-Tenant Sex	M
Tenant Project Entry Date	12/31/9999
Tenant Project Entry Eligible Income Code	X
Rents (Note, Basic and HUD)	0.00
Management Agent Phone Number	0

### On MFIS run the following reports prior to conversion:

MTFS Rent Change Report	For all projects	Use after conversion to ensure that all rents and utility allowances correctly convert.
MTFS Project Worksheet	For all projects (run as close to conversion as possible)	Use after conversion to ensure that all tenant, subsidy and payment information correctly converted and that post conversion project worksheets match pre-conversion worksheets.
Management Company Report	By Management Company	This report lists all management companies and their projects. Use this report to identify any management company that has been entered twice with different spellings or abbreviations, and to ensure that all projects associated with a management company are correctly “linked” to it on MTFS. Correct on MTFS.
Borrower Project Identification report	By Project Name	Review to make sure that all projects are reflected on the report. Retain and use it to compare with MFIS3 reports.

## MFIS3 CONVERSION SCHEDULE

STATE	Estimated Conversion Week	Actual Conversion Date	Estimated Number of Projects	Servicing Office
<b>SESSION 1</b>				
<b>WISCONSIN</b>				
WI	PILOT	6/3/02	219	58-651 Madison
WI	PILOT	6/3/02	174	58-653 Altoona
WI	PILOT	6/3/02	198	58-654 Oshkosh
<b>ARKANSAS</b>				
AR	8/5/02		70	03-601 Harrison
AR	PILOT	7/1/02	152	03-602 Jonesboro
AR	PILOT	7/1/02	180	03-603 Forrest City
AR	8/5/02		55	03-604 Monticello
AR	8/5/02		43	03-605 Hope
AR	8/5/02		72	03-606 Fort Smith
<b>IOWA</b>				
IA	8/5/02		100	16-601 Storm Lake
IA	8/5/02		117	16-602 Humboldt
IA	8/5/02		107	16-603 New Hampton
IA	8/5/02		138	16-604 Tipton
IA	8/5/02		92	16-605 Centerville
IA	8/5/02		154	16-606 Indianola
IA	PILOT	7/1/02	112	16-607 Atlantic
<b>GEORGIA</b>				
GA	PILOT	6/3/02	96	11-601 Cartersville RDO
GA	8/5/02		80	11-602 Athens RDO
GA	8/5/02		80	11-603 Macon RDO
GA	8/5/02		61	11-604 Waynesboro RDO
GA	8/5/02		83	11-605 Tifton RDO
GA	8/5/02		95	11-606 Baxley RDO
<b>ILLINOIS</b>				
IL	8/12/02		78	14-601 Morris
IL	PILOT	6/3/02	108	14-602 Champaign
IL	8/12/02		83	14-603 Galesburg
IL	8/12/02		97	14-604 Nashville
IL	8/12/02		82	14-605 Harrisburg
IL	8/12/02		85	14-611 Princeton
IL	8/12/02		91	14-612 Effingham
IL	8/12/02		87	14-613 Jacksonville

**INDIANA**

IN	8/12/02		217	15-601	Columbia City
IN	8/12/02		50	15-602	North Vernon
IN	8/12/02		224	15-603	Bloomfield
IN	PILOT	7/1/02	93	15-672	Muncie

**MICHIGAN**

MI	8/12/02		162	26-601	Gladstone, MI
MI	8/12/02		255	26-603	Caro, MI
MI	8/12/02		323	26-604	Grand Rapids, MI

**COLORADO**

CO	8/12/02		149	05-605	State - Lakewood
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**ARIZONA**

AZ	8/12/02		122	02-601	Phoenix
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**FLORIDA**

FL	8/19/02		56	09-601	Crestview
FL	8/19/02		62	09-602	Mariana
FL	8/19/02		120	09-603	Ocala
FL	PILOT	6/3/02	176	09-604	Tavares
FL	8/19/02		70	09-605	Palm Beach Gardens

**SESSION 2**
**HAWAII**

HI	8/19/02		50	61-601	Hawaii
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**ALABAMA**

AL	8/19/02		158	01-601	Huntsville
AL	8/19/02		113	01-602	Dothan
AL	8/19/02		106	01-603	Tuscaloosa
AL	8/19/02		126	01-604	Bay Minette

**CALIFORNIA**

CA	8/19/02		57	04-614	Redding (04-601)
CA	8/19/02		111	04-602	Stockton (04-619)
CA	8/19/02		68	04-603	Auburn (04-603)
CA	8/19/02		72	04-618	Santa Rosa (04-603)
CA	8/19/02		104	04-621	Visalia (04-604)
CA	8/19/02		94	04-625	Moreno Valley (04-605)

**CONNETICUT**

CT	8/26/02		38	06-605	Windsor
CT	8/26/02		32	06-606	Norwich

**DELAWARE**

DE	8/26/02		208	07-601	Delaware State
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**MARYLAND**

MD	8/26/02		212	24-602	Frederick Area

**IDAHO**

ID	8/26/02		57	12-601	Coeur d'Alene
ID	8/26/02		73	12-602	Caldwell
ID	8/26/02		211	12-603	Twin Falls
ID	8/26/02		39	12-604	Blackfoot

**KANSAS**

KS	8/26/02		34	18-605	Topeka (18 000)
KS	8/26/02		105	18-601	Manhattan
KS	8/26/02		125	18-602	Iola
KS	8/26/02		57	18-603	Hays
KS	8/26/02		93	18-604	Lawrence

**LOUISIANA**

LA	8/26/02		107	22-651	Monroe
LA	8/26/02		114	22-652	Natchitoches
LA	9/2/02		87	22-653	Lafayette
LA	9/2/02		110	22-654	Amite

**MAINE**

ME	9/2/02		78	23-601	Presque Isle
ME	9/2/02		144	23-602	Bangor
ME	9/2/02		140	23-603	Lewiston

**MASSACHUSETTS**

MA	9/2/02		37	25-602	Holden
MA	9/2/02		16	25-603	West Wareham
MA	9/2/02		25	25-604	Northampton

**RHODE ISLAND**

RI	9/2/02		13	45-601	Warwick
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**SESSION 3****MISSOURI**

MO	9/2/02		151	30-601	St. Joseph A/O
MO	PILOT	6/3/02	165	30-602	Kirksville A/O
MO	9/2/02		158	30-603	Clinton Area Office
MO	9/2/02		57	30-604	Farmington A/O
MO	9/2/02		128	30-605	Springfield A/O
MO	9/2/02		159	30-606	Houston A/O
MO	9/2/02		90	30-607	Dexter Area office

**MONTANA**

MT	9/9/02		167	31-601	Bozeman
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**NEVADA**

NV	9/9/02		44	33-601	Fallon
NV	9/9/02		33	33-602	Elko

**NEW JERSEY**

NJ	9/9/02		108	35-601	Mount Holley
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**NEW MEXICO**

NM	9/9/02		53	36-601	Albuquerque, NM
NM	9/9/02		56	36-602	Las Cruces, NM

**NEW YORK**

NY	9/9/02		123	37-651	Orange, NY
NY	9/9/02		179	37-652	Oneida, NY
NY	9/9/02		207	37-653	Cattaraugus, NY

**NORTH CAROLINA**

NC	9/9/02		81	38-601	Shelby A/O
NC	9/9/02		82	38-602	Jefferson A/O
NC	9/9/02		73	38-603	Elizabethtown SC
NC	9/9/02		83	38-604	Albemarle A/O
NC	9/9/02		78	38-605	Henderson A/O
NC	9/9/02		60	38-606	Williamston SC
NC	9/16/02		101	38-607	Garner A/O
NC	9/16/02		45	38-608	Kinston A/O

**NORTH DAKOTA**

ND	9/16/02		62	40-601	Dickinson, ND
ND	9/16/02		72	40-602	Minot, ND
ND	9/16/02		81	40-603	Devils Lake, ND
ND	9/16/02		62	40-604	Valley City, ND

**OKLAHOMA**

OK	9/16/02		53	42-601	Woodward
OK	9/16/02		107	42-602	Stillwater
OK	9/16/02		67	42-603	Hobart
OK	9/16/02		74	42-604	Atoka

**TEXAS**

TX	9/16/02		84	51-603	Lubbock
TX	9/16/02		76	51-604	Abilene
TX	9/16/02		112	51-606	Cleburne
TX	9/16/02		125	51-611	Mt. Pleasant
TX	9/16/02		107	51-612	Georgetown
TX	9/23/02		63	51-615	Bryan
TX	9/23/02		85	51-616	Huntsville
TX	9/23/02		86	51-620	Seguin

TX	9/23/02		53	51-621	Alice
TX	9/23/02		25	51-625	Rio Grande City

#### SESSION 4

#### OREGON

OR	9/23/02		129	43-601	Portland
OR	9/23/02		89	43-602	Eugene

#### PENNSYLVANIA

PA	9/23/02		65	44-651	Crawford
PA	9/23/02		60	44-652	Lycoming
PA	9/23/02		71	44-653	Lehigh
PA	9/23/02		57	44-654	Butler
PA	9/23/02		81	44-655	Juniata

#### SOUTH CAROLINA

SC	9/23/02		124	46-601	Spartanburg
SC	9/23/02		76	46-602	Aiken
SC	9/23/02		98	46-603	Florence (46 653)
SC	9/30/02		77	46-604	Walterboro

#### SOUTH DAKOTA

SD	9/30/02		178	47-601	Watertown
SD	9/30/02		241	47-602	Sioux Falls
SD	9/30/02		120	47-603	Rapid City

#### TENNESSEE

TN	9/30/02		21	48-601	Greeneville
TN	9/30/02		74	48-602	Knoxville
TN	9/30/02		80	48-603	Chattanooga
TN	9/30/02		62	48-604	Cookeville
TN	9/30/02		45	48-605	Nashville
TN	9/30/02		61	48-606	Lawrenceburg
TN	9/30/02		31	48-607	Jackson
TN	9/30/02		32	48-608	Covington
TN	9/30/02		62	48-609	Union City

#### UTAH

UT	9/30/02		36	52-601	Ogden Area
UT	9/30/02		54	52-602	Richfield Area

#### WASHINGTON

WA	10/7/02		331	56-601	Puyallup
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#### OHIO

OH	10/7/02		98	41-601	Findlay
OH	10/7/02		109	41-602	Hillsboro

	OH	10/7/02		104	41-603	Wooster
	OH	10/7/02		102	41-604	Marietta
MISSISSIPPI						
	MS	10/7/02		62	28-601	Brookhaven
	MS	10/7/02		74	28-602	Newton
	MS	10/7/02		77	28-603	Grenada
	MS	10/7/02		148	28-604	Greenville
	MS	10/7/02		60	28-605	Batesville
	MS	10/7/02		66	28-606	Booneville
	MS	10/7/02		60	28-607	Hattisburg
	MS	10/7/02		67	28-608	Starkville
SESSION 5						
WEST VIRGINIA						
	WV	10/7/02		67	57-601	Parkersburg, WV
	WV	10/7/02		100	57-602	Elkins, WV
	WV	10/14/02		99	57-603	Beckley, WV
WYOMING						
	WY	10/14/02		34	59-601	Worland WY
	WY	10/14/02		30	59-602	Riverton WY
MINNESOTA						
	MN	10/14/02		95	27-601	Waite Park
	MN	10/14/02		78	27-602	Alexandria
	MN	10/14/02		66	27-603	Willmar
	MN	10/14/02		77	27-604	Austin
	MN	10/14/02		79	27-607	Buffalo
	MN	10/14/02		72	27-610	Duluth
	MN	10/14/02		78	27-611	Faribult
	MN	10/14/02		51	27-612	Marshall
	MN	10/14/02		77	27-614	Thief River Falls
	MN	10/14/02		58	27-616	Worthington
ALASKA						
	AK	10/14/02		40	60-601	Palmer, Alaska
KENTUCKY						
	KY	10/14/02		82	21-601	Princeton, KY
	KY	10/21/02		165	21-602	Columbia, KY
	KY	10/21/02		115	21-603	Shelbyville, KY
	KY	10/21/02		75	21-604	Morehead, KY
	KY	10/21/02		86	21-605	London, KY

**NEBRASKA**

NE	10/21/02		53	32-601	Kearney
NE	10/21/02		55	32-602	Beatrice
NE	10/21/02		67	32-603	Norfolk
NE	10/21/02		50	32-604	North Platte
NE	10/21/02		69	32-605	Omaha

**NEW HAMPSHIRE**

NH	10/21/02		97	34-601	Concord, NH Area Office
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**PUERTO RICO**

PR	10/21/02		46	63-601	Caguas
PR	10/21/02		61	63-602	San Germán A/O

**VERMONT**

VT	10/21/02		146	53-602	VT Area Office
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**VIRGINIA**

VA	10/21/02		24	55-601	Lebanon
VA	10/21/02		45	55-602	Wytheville
VA	10/28/02		57	55-603	Lynchburg
VA	10/28/02		65	55-604	Harrisonburg
VA	10/28/02		73	55-605	Suffolk

**Total Sites****194****18271**

**Note: All conversions to be completed by 11/11/2002.**

**The week of November 4th will be used to complete all problem conversions.**